

Office of the Chief Information Officer FM/EUS Work Plan		
COTR	Task Title	Task Manager
Tom King 305-8999	Patent Academy AV Technician support	Long Kim Ung 305-9005

1. BACKGROUND

The services covered under this task order provide comprehensive support of all hardware and software used for training purposes by the Patent Academy, including any new technology that may be deployed.

2. STATEMENT OF WORK REQUIREMENTS

2.1. OPERATION AND MAINTENANCE OF VIDEO-TELECONFERENCING SYSTEM:

- 2.1.1. The contractor shall ensure that all equipment related to the operation is working properly. This equipment is comprised of all devices that are utilized as part of any video teleconferencing sessions including both interviews and training sessions. The contractor shall log onto the system(s) daily to ensure that connections are working properly to all PTDL sites.
- 2.1.2. The contractor shall perform necessary steps to prepare for all video teleconferencing sessions including the move of equipment to different rooms within the Academy or the PTO campus.
- 2.1.3. The contractor shall advise PTO staff or others as appropriate, of any technical problems with the video teleconferencing system. The contractor shall be present during any maintenance or repairs on the system.
- 2.1.4. The contractor shall assist presenters in learning the basic operation of the video teleconferencing system.

2.2. OPERATION AND MAINTENANCE OF PATENT ACADEMY AUDIO/VISUAL AND AUTOMATED INFRASTRUCTURE

- 2.2.1. The technician must become familiar with the operation and function of all equipment, devices and software currently used in the Patent Academy for training and presentations.

- 2.2.2. The contractor shall ensure all equipment is in working condition and when necessary will perform routine operational maintenance, e.g. replace lamps and bulbs. The contractor shall be able to determine whether any malfunctioning equipment should be submitted to the appropriate service provider for maintenance. This is done through the initial troubleshooting process, which the Patent Academy will train the technician to perform.
- 2.2.3. The contractor shall work with other technical or support personnel on an as needed basis to assist other organizations in utilizing the Patent Academy training rooms (e.g., CIO technical personnel who is currently using training room for Y2K Compliance).
- 2.2.4. The contractor shall ensure that all connections to video equipment are properly connected in the computer training rooms (e.g., TECH Commander -- which allows the instructor's system to take control of one or all of the student screens).
- 2.2.5. The contractor shall ensure that Training Rooms with built-in projection devices such as Rooms 1 and 6 (which house **Electrohome** video projectors **Starsound** portable microphones, computers and television monitors) are working properly before training sessions begin.
- 2.2.6. The contractor shall maintain the Academy security cameras and VCR including replacing and storing surveillance camera videotapes for 30 days. In the event any of the surveillance cameras are not functioning properly, The contractor shall perform basic troubleshooting and if necessary report the malfunction to the appropriate Academy staff.
- 2.2.7. The contractor shall be responsible for determining whether additional computer or audio-visual supplies need to be procured. This information will be reported to appropriate Academy personnel for processing.
- 2.2.8. The contractor shall be knowledgeable in the use of audio-visual equipment for recording both sound and video. The contractor shall become familiar with devices for mixing and altering video presentations.
- 2.2.9. The contractor shall ensure that any A/V or computer equipment needed for use in any room is set up and functioning properly no later than 30 minutes prior to the start of the session..
- 2.2.10. The contractor shall be knowledgeable in installing and troubleshooting Microsoft PowerPoint and Astound presentations.

2.3. MAINTAIN COMPUTER TRAINING ROOMS INCLUDING HARDWARE, SOFTWARE, AND NETWORK FUNCTIONALITY

- 2.3.1. The contractor shall ensure that the computers in the computer training rooms are working properly before training sessions begin. Any problems with systems that need attention will be promptly called into the PTO Help Desk and reported to the appropriate Academy staff.
- 2.3.2. The contractor shall maintain the Academy online database where all computer problems will be logged in. Quarterly reports may be required summarizing all system discrepancies.
- 2.3.3. The contractor shall serve as the primary point-of-contact with the Help Desk for all computer hardware, software and network problems.
- 2.3.4. The contractor shall ensure that all necessary PTONet network drops are activated and connecting to PTONet before training sessions begin. The technician should have basic knowledge of network topology.
- 2.3.5. The contractor shall make all requests for additional PTONet drops or network activations on an as needed basis.
- 2.3.6. The technician must be familiar with Office 97 software and the Windows NT operating system.. The technician must become knowledgeable about the basic operation of the Patent Examination Toolkit software taught at the Academy and become familiar with any new software or systems deployed to the Academy.
- 2.3.7. The contractor shall maintain the Patent Academy training ID and passwords including APS, Internet, NT and PTONet.

2.4. ASSIST PTO PROPERTY CUSTODIAN IN PERFORMING DUTIES:

- 2.4.1. The contractor shall assist the Academy Property Custodian (PC) in the performance of all PC duties

2.5. ORDER COMPUTER TRAINING-RELATED SUPPLIES:

- 2.5.1. The contractor shall be responsible for assessing the supply situation for all computer-training supplies to ensure that all equipment has what's needed to function properly. The contractor shall not order supplies but will forward the request to appropriate Academy staff.

3. GOVERNMENT FURNISHED MATERIAL

The Government shall furnish space for the technician.

4. LEVEL OF EFFORT

No work outside the scope of this task order will be performed under this Task Order without the written direction of the COTR.

5. PLACE OF PERFORMANCE

The majority of the Work shall be performed throughout the Patent Academy, Crystal Square 4, Suite 700 occupied by the PTO in Arlington , VA.

6. SCHEDULE OF DELIVERABLES

All deliverables shall be delivered to the COTR (electronic form preferred).

Deliverable		Due
Activity Report	Contractor shall provide brief descriptions of all support activities performed previous week and planned activities for upcoming periods.	By COB each Monday

7. APPLICATION FOR INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)

AIS/LCM is required under this task order.